**Minutes of the Departmental Meeting of General Services held on 18th March 2024.**

Venue: Senate – Annexe, 3rd Floor, Manipal.edu, Manipal

**Time:** 3:30pm

**"Review of February Department Meeting Minutes by DGS"**

1. **Ancillary** - A query was raised regarding manpower utilization, noting manual work despite machinery downtime. Renewal for April 1st was highlighted as due.
2. **Repellent Snakes** - The Estate Officer has reached out to two suppliers for snake repellent, but a rate contract is still pending.
3. **KH** - The signage board installation at the Marena entrance, Auto stand were confirmed.
4. **Plumbing** - Installing a separate meter for the fountain is currently in progress.
5. **WGSHA** - Gas replacement at WGSHA has been successfully completed.
6. **TAPMI** - Civil work at TAPMI will now be divided into slides, with plans to correct the timeframe from 24 hours to 72 hours starting from the April meeting, as informed by the TAPMI representative.
7. **Horticulture** – Tenders being sent to Vendors.

**Agenda Points:** As below:

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| **Sl. No** | **Agenda Point** | **Discussion/Action** | **Target Time** | **Responsibility** | **Remarks** |
| 1. | Welcome | The Director General Services welcomed all the members. | Nil | Nil | Nil |
| 2. | Review of previous meeting | Presentation of Departmental achievements for the month of November 2023 was reviewed in detail and was found to be within target limits. | Nil | Nil | Complete |
| 3. | Review of Quality, Environment, Energy Policy/  Department Objectives/  Review of Compliance Obligation with regards to EMS & ENMS | (a) Quality policy and Environmental  Policy, Energy Policy/  Departmental Objectives /  Review of Compliance  Obligation about EMS &  ENMS of the University was projected on the screen and the  Points there in were reiterated.  (b) Quantified objectives of all the  sections were presented by the  I/c Section.  (c) Review of Quality policy to  achieve better standards was deliberated upon. | Nil  However the |  | Complete |
| 4. | Changes in Department Structure & responsibility | Nil | Nil | HR | Nil |
| 5. | Revision /Amendment if any in objectives & quality documents | Nil | Nil | Nil | Nil |
| 6. | New Initiatives if any | Nil | Monthly | All | Nil |
| 7. | Any other matter | **(a) Ancillary Services**  (i) All complaints within the Ancillary department have been successfully closed within the designated timeframes.  (ii) Mechanized road sweeping was non-operational for four days, necessitating manual intervention to complete the task.  (iii) It was reported that the landscaping work has been successfully completed.  **b) AC**  (i) All AC complaints were rectified within 15 days, although an issue was raised by Zolo regarding this.  (ii) Management highlighted concerns about the phase-out of R-22 gas. The In-Charge of the AC department assured completion by 2024-25, aiming for 100% completion by 2025-26.  (iii) The issue with remote problems was resolved satisfactorily, as discussed in the departmental meeting.  **c) Central Stores**  (i) The department achieved a target rate of 98.44%. However, 29 pending items were attributed to issues within the Purchase Department.  (ii) DGS referred to recent discussions in the IQAC meeting, where management proposed penalties for undelivered items.  (iii) DGS committed to addressing the issue with the Purchase Department, aiming to ensure delivery schedules are met within 30 days to avoid penalties and improve overall efficiency.  **d) Civil**  (i) All complaints within the Civil Technical department were successfully closed within a 15-day timeframe  (ii) The achievement rate reached 83.44%, prompting the DDGS to propose setting the target at 75% for the year 2024-25.  (iii) Despite previous instructions, the complaint closure period was still mentioned as 24 hours instead of the updated 72 hours, indicating a delay in implementing directives from the previous meeting.  **e) Electrical**  (i) The Electrical Department achieved a commendable overall complaint resolution rate of 99.34%.  (ii) Out of 499 technical complaints, 488 were rectified within a 24-hour timeframe, showcasing efficient handling of technical issues.  (iii) The department reported a total energy cost saving of 2.95 for the month of February through solar rooftop initiatives, highlighting progress in sustainability efforts.  **f) FSO**  (i) The FSO department achieved a commendable rate of 98.27%.  (ii) While fire training for MAHE - HS remains pending, evacuation procedures have been completed, indicating progress in safety protocols.  **g) KH**  Bio-medical waste reduced to 41513 due to ongoing ward renovations and decreased occupancy.  **h) Plumbing**  (i) Usage of 135 liters of portable water was noted. A suggestion was made to include actual 6-month data for better analysis.  (ii) DDGS Civil proposed exploring the feasibility of watering plants using tested water if provisions are made in the quarters area, emphasizing the importance of water conservation measures.  (iii) DDGS highlighted challenges like pumping line tapping, indicating potential water issues in the future. It was advised to minimize water usage accordingly.  (iv) DGS instructed the In-Charge to commence water testing for chlorination to ensure water quality.  (v) DDGS suggested purchasing a chlorination tester in the future to enhance water quality monitoring capabilities.  **Water Testing**  (i) DGS inquired about the duration for test results as per SOP and the procedure for retesting in case of failure.  (ii) The In-Charge clarified that third testing hasn't occurred yet. DGS suggested outsourcing testing or seeking approval from the Dean and COO-MAHE for retesting.  (iii) Mr. Harish and Mr. Prakash were designated responsible for ensuring prompt future testing procedures.    **i) Estate**  (i) Out of the total outlets, 46 are to be given notice regarding outstanding dues, highlighting the need for financial management.  (ii) The DGS advised the estate officer to review data from January 2024 to March 2024, emphasizing the importance of presenting comparative data to meet ISO criteria and objectives.  **j) TAPMI**  (i) Electrical complaint closure rate appeared lower at 89.81% compared to MAHE. Concerns were raised about potential errors in percentage calculation.  (ii) DGS instructed to align complaint closure reporting format with MAHE electrical department for consistency and accuracy.  **Mangalore Campus**  There is a shortage of chemicals needed to raise the levels for safeguarding our facilities.  **Any Other Point**  (i) **Civil** - DDGS recommended including a terrace cleaning report in future PowerPoint presentations.  (ii) **Rain Water Harvesting** - DGS mentioned that two MIT professors gave a talk on rainwater harvesting at a recent meeting at the DC's office. It was suggested to involve them before implementation, starting with trying the initiative in three buildings at MIT and two in the Health Sciences Campus.  (iii) Management proposed addressing water scarcity by digging more ponds and initiating another pond, prompting DGS to suggest forming a committee chaired by Mr. Derrick, including Mr. Subrahmanya, Mr. Sathish Prabhu, and Mr. Dinesh, to oversee the implementation, with activities scheduled to begin in April. Additionally, a building near the borewell was earmarked for rainwater harvesting trials.  (iv) The In-Charge of the AC suggested utilizing isolated water from AHV for the same purpose, sourced from the MIT Food Court.  (v) **Change of Taps** - DGS proposed changing all taps in the Food Court and quarters by April to spearhead water-saving efforts.  (vi) DGS commended the AC In-Charge for organizing the successful Spandana Trophy event.  (vii) FSO will provide basic safety training to all staff members as part of an upcoming initiative. | -  -  -  - |  |  |
| 8 | Vote of thanks | Director proposed vote of thanks | Nil | Nil | Nil |

\* Remarks column for recording completed/not completed/in progress items (Not completed/ in progress to be compulsorily reviewed in the next meeting under the agenda no.2).

**Recorded by**

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